

TERMS AND CONDITIONS

Campaign

“CATCH ME – GET GALAXY”

The “**Catch me – Get Galaxy**” Campaign (“Campaign”) is applied to individual customers of Shinhan Bank Vietnam Limited (“The Bank”) who meet the Terms and Conditions as follows:

- 1. Campaign period:** 06th December, 2023 – 06th January, 2024
- 2. Campaign Location:** Nationwide
- 3. Campaign Type:** Object catching game on Shinhan SOL Vietnam (“SOL app”).
- 4. Prize Scheme:**

4.1. Mission complete soonest:

Prizes	Condition	Reward type	Prize value (VND)	Quantity of prizes	Total reward value (VND)
1 st Prize	Ranking No.1 to No.10	e-Voucher Got It	200,000	10	2,000,000
2 nd Prize	Ranking No.11 to No.100	e-Voucher Got It	100,000	90	9,000,000
3 rd Prize	Ranking No.101 to No.500	e-Voucher Got It	50,000	400	20,000,000
Consolidation prize	Ranking No.500 to No.2000	e-Voucher Got It	10,000	1,500	15,000,000
Total				2,000	46,000,000

4.2. Final Prizes:

Only applicable to Shinhan Primary Credit Cardholders achieved minimum spending of VND 15,000,000 by Shinhan Credit Cards during campaign period.

Prizes	Condition	Reward type	Prize value (VND)	Quantity of prizes	Total reward value (VND)
1 st Prize	Highest score accumulated	Samsung Galaxy Tab S9 (Wi-Fi) 128GB & leather case with keyboard	22,780,000	01	22,780,000
2 nd Prize	2 nd highest score accumulated	Galaxy Buds2 Pro	3,489,000	01	3,489,000
3 rd Prize	3 rd to 50 th highest score accumulated	Cashback to Shinhan credit cards	500,000	48	24,000,000
Total				50	50,269,000

Total reward value of the Campaign: **VND 96,269,000** (Ninety-six million, two hundred sixty-nine thousand Vietnamese Dongs).

5. Detailed regulations:

5.1. Target customers:

The Campaign is applicable to all individual customers of the Bank, including The Bank’s staff.

5.2. How to join:

- Step 01: Install or update the latest SOL app version;
- Step 02: Access SOL app’s home page or "Games" menu or “Card” menu, then click on the Campaign’s banner to participate in the Game;
- Step 3: Do task to receive gameplays everyday.

Task list	#Game tickets
Log in SOL	+01 gameplay/day
Spending by Shinhan credit cards	+01 gameplay/transaction, maximum +02 gameplays/day
Partial or full payment for “Statement amount” of Shinhan credit card on SOL	+05 gameplays, maximum 01 time/customer during campaign

5.3. Rules:

Rules	Scoring
<ul style="list-style-type: none"> - Player moves the chimney back and forth to catch gifts from SOL and accumulate score. - In each turn, player will have 03 hearts. - When player fails to catch 01 item from SOL (except for special items), player will lose 01 heart. - If player catches a bomb, game is over. - Player has to accumulate score to unlock 08 levels. By unlocking each level, player will gain 01 Mascot. - Mission is completed when player collects all 8 Mascots. - After that, player continues to play and accumulate score to compete for Final Prizes. 	<p>Points are calculated based on items that player caught, specifically:</p> <ul style="list-style-type: none"> - Christmas items: +01 point - Do, Re, Mi penguins: +05 points - Shinhan credit card: x2 current points <p>In addition, there are <i>special items</i>:</p> <ul style="list-style-type: none"> - Fire: Increase chimney speed - Snow: Reduce chimney speed - Bomb: Game over <p>To unblock each level, player needs to achieve:</p> <ul style="list-style-type: none"> - Level 01: 1,000 points - Level 02: 2,200 points - Level 03: 3,400 points - Level 04: 4,600 points - Level 05: 5,800 points - Level 06: 7,000 points - Level 07: 8,500 points - Level 08: 10,000 points

5.4. Winning conditions:

5.4.1. Mission complete *soonest*:

- Player completes mission when collecting all 08 characters in the Shinhan Bank Mascot set.
- Players are ranked based on the time their collection is completed and will receive prizes correspondent to their ranking (first come, first serve).

5.4.2. Final Prizes:

- **Final Prizes are only applicable to Primary Shinhan Credit Cardholders achieved minimum spending of VND 15,000,000 by Shinhan Credit Cards^(*) during campaign period.**
- Final Prizes are based on the total score accumulated throughout the Campaign period.
- Each player can only receive maximum 01 Final Prize.
- In case there are 02 or more players achieving the same score for prize consideration, the player who achieves that score sooner will receive the prize.
- Cardholders can be disqualified from the Campaign in the event that their Shinhan credit card becomes delinquent, fraud, over limit, cancelled, blocked or terminated within the campaign period and reward period.

(*) Conditions for qualified spending by Shinhan credit cards:

- o *Eligible transactions include spending at POS and online, domestically and internationally within Campaign period and must be recorded on Shinhan's system no later than January 15th, 2024.*
- o *Transactions made within the valid spending period but have not been recorded on Shinhan's system on time will be considered ineligible, even if cardholder receives SMS authorized transaction from Shinhan or not.*
- o *Cash advance, cash withdrawal, Flexi-cash and other fees such as transaction processing fee, annual fee, cash withdrawal fee, interest, credit/debit card payments, account adjustment debt, late payment fee, and any exchange rate transaction, foreign currency sales transaction will not be counted as qualified spending.*

6. Prize notification & Reward method:

6.1. Mission complete soonest:

- When players complete their collection, players will be informed their ranking and receive reward on SOL app.
- Within 03 working days, winner access SOL app > "Games" > "Reward" to receive e-Voucher.

6.2. Final Prizes:

- Players who win the Final prize will receive notification SMS no later than February 06th, 2024.
- Customers are fully responsible for paying irregular income tax in accordance with Vietnamese law.

7. Contact for queries:

For details of the Campaign, please contact the nearest branches/transaction offices of The Bank or call Contact Center at **1900 1577**.

8. Responsibility for information disclosure:

- Regulations in publicly announcing the details of the promotion program rules: The Bank is responsible for fully announcing the details of the Program terms and conditions at the Bank's branches and transaction offices and on the Bank's website <https://shinhan.com.vn>
- Regulations on responsibility in announcing the winning results: The Bank is responsible for notifying the full list of winners on the Bank's website <https://shinhan.com.vn>

9. Other regulations:

- The Campaign can be applied in conjunction with other campaigns or promotions;
- By participating in this Campaign, Customers agree to give the Bank the right to use and share with third parties customers' information and images for purposes related to the Campaign;
- By participating in this Campaign, Customers acknowledge that they clearly understand and agree to comply with all terms and conditions specified in the Terms and Conditions of this Campaign and

- adjustments (if any), and other relevant provisions of Law;
- In case of dispute related to this Campaign, the Bank is responsible for directly resolving it. If no agreement can be reached, the dispute will be handled in accordance with current laws.
 - The Bank has the right not to apply the Campaign and/or not to reward to customers if The Bank considers customers and/or transactions invalid, suspicious or fraud, or any breach of any relevant Terms and Conditions to the Campaign;
 - All general terms and conditions related to the products and services of The Bank (as amended, replenished and/or replaced from time to time) will be applied concurrently;
 - Should any complaints arise, please contact the Bank no later than March 06th, 2024 to be resolved. The bank will not handle complaints (if any) after this time.
 - All The Bank's decisions relating to this promotion are final, official, and not announced in press.
 - Terms and Conditions are made in 02 versions, Vietnamese and English. In case of any inconsistency and/or difference, Vietnamese version will be used./.